

Consumer Sentinel Complaint Statistics and Trends for California

January 1 - December 31, 2001

Total Number of Fraud and Identity Theft Complaints from California Consumers = **29543**



Fraud Complaints from California Consumers = 14428

Top Fraud Complaint Categories for California Consumers

Rank	Top Categories	Complaints	Percentage*
1	Internet Auctions	2685	19%
2	Internet Services and Computer Complaints	1974	14%
3	Shop-at-Home/Catalog Sales	1652	11%
4	Prizes/Sweepstakes and Lotteries	1269	9%
5	Advance-Fee Loans and Credit Protection/Repair	993	7%

Top Fraud Complaint Categories Against California Companies

Rank	Top Categories	Complaints	Percentage*
1	Internet Auctions	2831	24%
2	Shop-at-Home/Catalog Sales	1785	15%
3	Internet Services and Computer Complaints	1700	14%
4	Business Opps and Work-at-Home Plans	1356	12%
5	Office Supplies and Services	906	8%

Amount Paid Reported by California Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid Reported**
14428	\$19,700,972	10474	73%	\$1,881

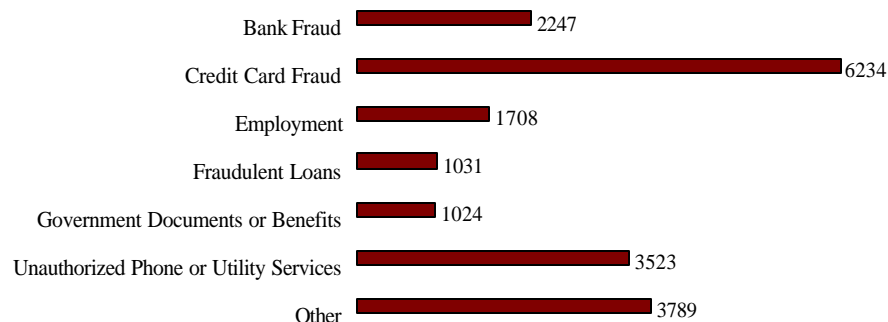
*Percentage is based upon the total number of fraud complaints from California consumers and the total number of fraud complaints against California companies, respectively.

**Average amount paid is based upon the total number of fraud complaints where amount paid was reported by California consumers.



Identity Theft Victims in California = 15115

Complaints by Identity Theft Type¹



¹ Note: Many identity theft victims experience more than one type of identity theft. These figures represent the number of identity theft complaints by type, NOT the number of identity theft victims.

Top Identity Theft Victim Locations

Victim City	No. of Complaints
Los Angeles	1335
San Francisco	574
San Diego	500
Long Beach	316
San Jose	313